Maryland Department of Health (MDH)
Request for Proposal
Senior Prescription Drug Assistance Program (SPDAP)
MDH/OPASS # 20-18357
December 2, 2019
Q&A Round 2

1. Can all/any component of the SPDAP process managed by the vendor be performed at an offshore location? For example, Call Center or Application Processing.

   Response:
   No, Section 2.8 C. Product Requirements, on page 31 of the RFP, states "No international processing for State Data: As described in Section 3.7 Security Requirements, Offerors are advised that any processing or storage of data outside of the continental U.S. is prohibited."

2. In case the award goes to incumbent vendor, would the state still pay the fixed transition cost of $500,000 to the incumbent? This is important for overall competitiveness of proposals from new offerors. Please clarify.

   Response:

   The Excel Price form will be amended to remove the $500,000. The financial instructions will be added through an Amendment to **not exceed $500,000** for the start-up costs.

3. Can you provide Average Call Handle Time for past calendar years similar to what has been provided for Calls Received/Website Data in Appendix 9 (page 138) of the RFP?

   Response:

   See attached chart for CY2018 and CY2019 YTD.

4. Can the Stats (Appendix 9, page 138) be provided for more recent years i.e. 2017 and 2018?

   Response:

   See attached chart for CY2018 and CY2019 YTD.

5. It is not clear what is the difference between "Applications Received & Processed" (A) and "# of Applications in Application Fulfillment Packets Processed" (B). Is the actual number of applications processed that will be billed to MDH equal to A+B or just A?

Response:

Applications Received & Processed are the SPDAP applications submitted by applicants and processed and adjudicated for eligibility to be enrolled in the SPDAP. Application Fulfillment Packets are the requests from potential applicants and other stakeholders (brokers, State Health Insurance Assistance Program (SHIP) coordinators, etc…) for blank applications. An Application Fulfillment Packet is considered processed when the application(s) requested are mailed to the requestor. # of Applications in Application Fulfillment Packets Processed is the number of applications mailed to the requestor per request. If the requestor is a broker and requests 50 applications it would be counted as a single Application Fulfillment Packet Processed not 50 Application Fulfillment Packets Processed.

6. Variance to the Estimates.

   a. What is the Department's policy with regards to actual processing volume being significantly different that the estimated quantities provided in the RFP? See below.

   b. If the processing volume is significantly higher than the estimates used for offer, will the department pay for the actual volume or will it be limited to the fixed price quoted in the offer?

      Response:

      The SPDAP pays admin fees based on actual volume. The fixed prices to be quoted in the offer relate to PMPM Monthly Admin Fee, price per Application processed and price per Application Fulfillment Packet processed.

7. Can you provide current staffing levels for SPDAP's Membership Database and Subsidy Payment System (MDSPS)?

   Response:

   The current administrator provides the current staffing:

   1. Project Manager;

   2. Call Center Manager;

   3. Three (3) Call Center/Application Processing Representatives;

   4. The incumbent TPA also utilizes assets from its Financial dept., IT dept. and office staff to provide support for the administration of the SPDAP.

8. Coverage Gap Subsidies

   a. Could you please provide the process flow for Coverage Gap Subsidy Submissions and Fulfillment process?

   b. Is there a prescribed format in which members need to submit their coverage gap subsidy requests?

   c. What documentation is required by members to substantiate their coverage gap subsidy requests?

   d. Is the coverage gap subsidy processing covered in the pricing requested for Applications Processed or Active Lives Admin Fee or should the offer include a separate fee for coverage gap subsidy requests?

   Response:

   Appendix 5 no longer applies to this RFP. An amendment to delete reference to Appendix 5 will be issued.

9. What is the anticipated contract/service start date?

   Response:

   The Contract start date is anticipated to be on April 1, 2021.

10. Minimum Qualifications
    Section 1.1 of the RFP Specifies there is no minimum offeror qualifications required for the offer/contract.
    Section 3.10.1 specifies 3 years or more of past experience is required.
    Please clarify.

    Response:
    Section 3.10.1 states "Preferred" Offeror Experience. Any Minimum Qualifications in Section 1.1 would be mandatory.

11. MBE Goals:

   a. Does the offeror need to name the MBEs with specific services and/or portion of billing allocated towards these sub-contractors at the time of offer or the arrangements need to be in place at the time of contract/services start?

   Response:

   If the Offeror intends to meet the MBE goal, the Offeror must commit to the goal and name the MBEs along with their MBE Certification number and description of work to be performed and submit with it's proposal by the proposal due date.

   b. Does the offeror, if applying as prime MBE, or any of the MBE sub-contractors it proposes to utilize need to hold valid MBE certification from MD DOT at the time of offer (Nov, 2019) or should obtain before start of the contract/services?

   Response:

   All MBE's must be certified by proposal due date.